Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Previously Presented) A method for interacting with an automatic call distributor (ACD), the method comprising:

receiving a call placed from a user to an ACD server, wherein the ACD server comprises a Session Initiation Protocol (SIP) server;

placing the call into a queue while maintaining a connection between the ACD server and the user for the call;

sending, by the user at any time while the maintained call is in the queue, a dynamic request to the ACD server to determine at least one of the following queue information selected from the group consisting of a user's queue position, holding times, and other related queue data; and

returning the queue information from the ACD server to the user.

2. (Original) The method of claim 1, wherein sending the request utilizes Session Initiation Protocol (SIP).

3. (Original) The method of claim 1, further including subsequent to disconnection of at least one call from the user in response to a user directive, calling back the user when the ACD server has determined priority based on a number of times that the user has called and an accumulated wait time.

4. (Original) The method of claim 1, further including pushing down content from the ACD server to the user, the content including at least one of the following selected from the

2

group consisting of a web page, media rich promotional advertising, and interactive promotional advertising.

5. (Original) The method of claim 1, wherein the user terminates the call before the ACD transfers the call to a live agent, the ACD further tracking how much time the user has been on hold and crediting the user an appropriate amount of time the next time the user calls back.

6. (Original) The method of claim 1, wherein the user terminates the call before the ACD transfers the call to a live agent, the ACD further tracks how much time the user has been on hold and prioritizes the user within the queue the next time the user calls back.

7. (Original) The method of claim 2, further including utilizing a SIP based client for establishing the call with the ACD, the ACD being within a PSTN, and translating SIP messages for the ACD via a PSTN/IP gateway.

8. (Original) The method of claim 2, wherein the ACD is a SIP based client, the user is within a PSTN, and a PSTN/IP gateway translates SIP messages for the user.

9. (Original) The method of claim 1, further including pushing games from the ACD server to the user.

10. (Previously Presented) A method for interacting with an automatic call distributor (ACD), the method comprising:

receiving a call placed from a user to an ACD server, the user call being placed in a queue and maintained while awaiting to be connected with a line agent, wherein the ACD server comprises a Session Initiation Protocol (SIP) server;

dynamically receiving at the ACD server, at any time while the call is in the queue, a request from the user for determining at least one of the following queue information selected

from the group consisting of a user's queue position, holding times, and other related queue data, wherein the request utilizes SIP; and

transmitting the queue information from the ACD server to the user.

11.–19. (Cancelled)

20. (Previously Presented) A system for interacting with an automatic call distributor (ACD) comprising:

means for receiving a call placed from a user to an ACD server, the user call being placed in a queue and maintained while awaiting to be connected with a line agent, wherein the ACD server comprises a Session Initiation Protocol (SIP) server;

means for dynamically receiving at the ACD server a request from the user for determining at least one of the following queue information selected from the group consisting of a user's queue position, holding times, and other related queue data, wherein the request utilizes Session Initiation Protocol (SIP) and can be sent by the user at any time while the call is in the queue; and

means for transmitting the queue information from the ACD server to the user.

21. (Previously Presented) A computer program product for enabling dynamic queuing in an automatic call distributor (ACD) server comprising:

a computer program processable by a computer system for causing the computer system to:

responsive to receiving a call placed from a user to the ACD server, place the user call in a queue, wherein the ACD server comprises a Session Initiation Protocol (SIP) server,

responsive to a user request subsequent to placing the call, dynamically determine at least one of the following queue information selected from the group consisting of a user's queue position, holding times, and other related queue data,

transmit the queue information from the ACD server to the user, and

responsive to the user terminating the call before the ACD server transfers the call to a live agent, track how much time the user has been on hold and prioritize the user within the queue the next time the user calls back; and

apparatus from which the computer program is accessible by the computer system.

22. (Original) The computer program product of claim 21, wherein dynamically determining includes receiving the request via Session Initiation Protocol (SIP).

23. (Original) The computer program product of claim 22, wherein the computer program is further for causing the computer system to:

subsequent to a disconnection of at least one call from the user in response to a user directive, call back the user when the ACD server has determined a given priority based on a number of times that the user has called and an accumulated wait time.

24. (Original) The computer program product of claim 21, wherein the computer program is further for causing the computer system to:

push down content from the ACD server to the user, the content including at least one of the following selected from the group consisting of a web page, media rich promotional advertising, and interactive promotional advertising.

25. (Original) The computer program product of claim 21, wherein the computer program is further for causing the computer system to:

responsive to the user terminating the call before the ACD server transfers the call to a live agent, track how much time the user has been on hold and credit the user an appropriate amount of time the next time the user calls back.

26. (Cancelled)

27. (Original) The computer program product of claim 22, wherein a SIP based client is utilized for establishing the call with the ACD server, the ACD server being within a PSTN, wherein the computer program is further for causing the computer system to:

translate SIP messages for the ACD server via a PSTN/IP gateway.

28. (Original) The computer program product of claim 22, wherein the ACD server is a SIP based client, and the user is within a PSTN, wherein the computer program is further for causing the computer system to:

translate SIP messages for the user via a PSTN/IP gateway.

29. (Original) The computer program product of claim 21, wherein the computer program is further for causing the computer system to:

push games from the ACD server to the user.

30. (Previously Presented) A computer program product for enabling dynamic interacting with an automatic call distributor (ACD) comprising:

a computer program processable by a computer system for causing the computer system to:

receive a call placed from a user to an ACD server, the user call being placed in a queue while awaiting to be connected with a line agent, wherein the ACD server comprises a Session Initiation Protocol (SIP) server,

dynamically receive at the ACD server a request from the user for determining at least one of the following queue information selected from the group consisting of a user's queue position, holding times, and other related queue data, wherein the request utilizes Session Initiation Protocol (SIP) and can be sent by the user at any time while the call is in the queue, and

transmit the queue information from the ACD server to the user; and

apparatus from which the computer program is accessible by the computer system.